

Self-Gov - Occupational Licenses, Bur Licensing Programs

Description:

The Bureau of Occupational Licenses provides administrative services to seventeen licensing boards.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Board member training and support.

- A. Board training manual within 30 days of appointment.

Actual Results			
1996	1997	1998	1999
100%	100%	100%	100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

- B. Board training session annually for new board members.

Actual Results			
1996	1997	1998	1999
February 15, 1996	October 1996	October 1997	October 1998
Projected Results			
2000	2001	2002	2003
April 2000	October 2000	October 2001	October 2002

- C. Board requested information provided within 48 hours.

Actual Results			
1996	1997	1998	1999
When Possible	When Possible	When Possible	When Possible
Projected Results			
2000	2001	2002	2003
95%	95%	95%	95%

- D. Board "budgeted needs request form" distributed annually prior to budget development.

Actual Results			
1996	1997	1998	1999
	Developed	Developed	Developed
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

- E. Implement new license database system.

Actual Results			
1996	1997	1998	1999
		In Process	In Process
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

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- F. Develop and maintain a Bureau Web site, with individual Board pages.

Actual Results			
1996	1997	1998	1999
		In Process	In Process
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

2. Licensure law and rule change and enforcement.

- A. Maintenance of computerized complaint documentation & status.

Actual Results			
1996	1997	1998	1999
Developed	Developed	Developed	Developed
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

- B. Maintain proposed law and rule files for each board review annually.

Actual Results			
1996	1997	1998	1999
Developed	Developed	Developed	Developed
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

- C. Newly adopted laws, rules distributed to staff 30 days prior to taking force.

Actual Results			
1996	1997	1998	1999
In Process	July 1997	Developed	Developed
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

- D. Continue regular complaint review and update meetings.

Actual Results			
1996	1997	1998	1999
Developed	Developed	Developed	Developed
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

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3. Administrative services (secretarial, investigative, accounting).

A. Encourage continuing education for staff through annual evaluations.

Actual Results			
1996	1997	1998	1999
Developed	Developed	Developed	Developed
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

B. Offer opportunities for staff exposure to relevant professional trade shows and conventions.

Actual Results			
1996	1997	1998	1999
Developed	Developed	Developed	Developed
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

C. Maintain 5 year plan to update and/or acquire current technology.

Actual Results			
1996	1997	1998	1999
Developed	Developed	Developed	Developed
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

D. Continue "open door" policy between staff and supervisors.

Actual Results			
1996	1997	1998	1999
Developed	Developed	Developed	Developed
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

E. Regular scheduling of staff meetings.

Actual Results			
1996	1997	1998	1999
Developed	Developed	Developed	Developed
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

F. Develop, distribute, and implement revised policy and procedures manual by 1/98.

Actual Results			
1996	1997	1998	1999
Developing	Developing	Developing	Developing
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

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4. Administration of examinations.

A. Develop and provide personnel and procedures for examinations security.

Actual Results			
1996	1997	1998	1999
Developed	Developed	Developed	Developed
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

B. Assign appropriate staff member to monitor each examination upon board request.

Actual Results			
1996	1997	1998	1999
Developed	Developed	Developed	Developed
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

C. Investigative personnel to aid in examination process upon board request.

Actual Results			
1996	1997	1998	1999
Developing	June 1997	Developed	Developed
Projected Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed

Program Results and Effect:

The bureau provides administrative services to the boards consisting of receiving applications for licensure, issuing licenses, accounting for continuing education credits; collecting fees, accounting for receipts and expenditures, providing boards with financial reports; receiving complaints, arranging for prosecution of complaints; facilitating board meetings, providing secretarial services, noticing board meetings; drafting rule and law changes, promulgating rules, presenting administrative bill to legislature. The bureau accomplishes the above through educating board members through training sessions and board training manuals; providing staff with current technology, appropriate training, and a supportive working environment; and contracting with the Attorney General's Office for legal services.

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